911 Calls Not Compliant with Standard Operating Procedures
Emergency Services

LouieStat

**KPI Owner: Chad Scott**   **Process: Quality Assurance/Training**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 2014 - 1.8% non-compliance Goal: Reduce the % of 911 calls that are not compliant with SOPs to 2% or less Benchmark: TBD	Data Source: QA Spreadsheet Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of 911 calls reviewed by Quality Assurance found not compliant with standard operating procedures Why Measure: To ensure quality in the receiving, answering and processing of 911 calls Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
2.00%	**1.14%**	🚦(green)	**2.00%**	**0.60%**	🚦(green)
Non-Compliance	Non-Compliance		Non-Compliance	Non-Compliance	

911 Calls Not Compliant with Standard Operating Procedures

Good ↓

Legend: Data, Median, Goal, Benchmark
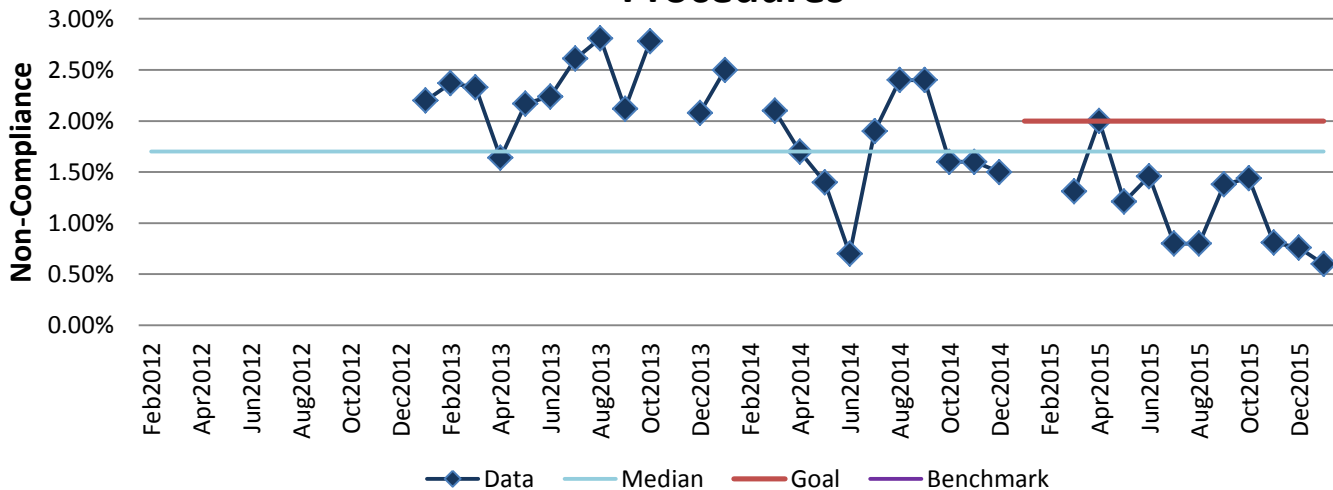
Root cause analysis is not necessary because there is no gap between current performance and the goal.

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